

**SUMMARY**

**Headquarters-Wide Poll to Determine the Agency's Needs for Published Guides on the Techniques of Writing**

1. Personnel of fourteen different offices, representing a cross-section of Agency levels and functions, were polled during this survey. The following summarizes their opinions:

**Question:** How would you rate Agency correspondence and other writing productions as to quality - E, VG, G, F, P?

| <b>Opinions:</b> | <b><u>Quality</u></b>          | <b><u>Number</u></b> |
|------------------|--------------------------------|----------------------|
|                  | Between "Very Good" and "Good" | 2                    |
|                  | "Good"                         | 3                    |
|                  | Between "Good" and "Fair"      | 5                    |
|                  | "Fair"                         | 2                    |
|                  | Between "Fair" and "Poor"      | 1                    |
|                  | "Could be improved"            | 1                    |

The need for quality improvement was expressed or implied by each person polled.

**Question:** Which method would most effectively improve the quality of Agency writings:

- a. The issuance of literature on the subject?
- b. A formal training program?

| <b>Opinions:</b> | <b><u>Method</u></b>   | <b><u>Number</u></b> |
|------------------|------------------------|----------------------|
|                  | Issuance of Literature | 8                    |
|                  | Training Program       | 2                    |
|                  | Combination of Both    | 2                    |
|                  | No Definite Opinion    | 2                    |

A majority agreed that few people retain all the information imparted to them during formal training courses. From this consensus it is concluded that the value of reference material is universally recognized.

Question: How would you like to have such material furnished--in a series of pamphlets adaptable to a looseleaf binder, or in complete book form?

Opinions: The issuance of material in a series of pamphlets is the unanimous preference.

Question: Do you feel that your Office would benefit from a survey designed to streamline and reduce correspondence?

|                |               |
|----------------|---------------|
| Opinions:      | <u>Number</u> |
| Yes            | 8             |
| No             | 2             |
| Not Applicable | 4             |

2. This summary is substantiated by the polling sheets on file in the General Services Office.